

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive
 Irving, Texas 75038
 MailCode HQE03H14
 Phone: 972/718-4800
 Fax: 972/718-3946
 E mail:
 christian.andersen@verizon.com

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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
 MAIL STOP: Amendment
 Examiner: Hector A. AGDEPPA
 Group Art Unit: 2642
 Confirmation No.: 8386

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FORMAL SUBMISSION OF:**1) Amendment.**

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING
 Serial No. 09/692,926
 Filing Date: October 20, 2000
 First Named Inventor: Douglas J. COWELL
 Atty. No. 00-5019
 Customer Number: 32127

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

Christian R. Andersen

Date of Transmission: November 11, 2005

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**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 2642**

PATENT

Customer No. 32,127
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Douglas J. COWELL et al.) Group Art Unit: 2642
Application No.: 09/692,926) Examiner: Agdeppa, Hector A
Filed: October 20, 2000) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR)
CALL CENTER SCREENING)

MAIL STOP AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In response to the Final Office Action mailed September 8, 2005, the period for response thereto extending through December 8, 2005, Applicants propose that this application be amended as follows:

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.